

**Effective Date: August 7, 1994**

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION  
CLIENT RIGHTS SPECIALIST**

**I. INTRODUCTION**

**A. Purpose of This Classification Specification**

This classification specification is the basic authority [under Wis. Admin. Code ER 2.04] for making classification decisions relative to present and future professional, confidential positions located within the Department of Health and Social Services, Division of Care and Treatment Facilities, Client Rights Office. Positions allocated to this classification protect client rights as mandated by sec. 51.61(5) Wis. Stats. by conducting grievance investigations in Centers for the Developmentally Disabled and Mental Health Institutes. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

**B. Inclusions**

This classification encompasses professional confidential positions located within in the Department of Health and Social Services, Division of Care and Treatment Facilities, Client Rights Office. Positions allocated to this classification spend the majority of the time providing protection of the rights of clients of the Department who live in the Centers for the Developmentally Disabled and/or the Mental Health Institutes. Positions investigate alleged rights violations, including allegations against facility staff members, policies and/or procedures, and provide training and consultation to department staff, clients and others regarding client rights.

**C. Exclusions**

Excluded from this classification are the following types of positions:

1. Positions which meet the statutory definitions of supervisory or management as defined in Wis. Stats. 111.81(19) and (13) as interpreted and administered by the Wisconsin Employment Relations Commission.
2. Positions which are engaged in conducting inspection surveys of long term care providers a majority of the time and are more appropriately classified as Health Services Specialist.
3. Positions which, for a majority of the time, investigate alleged or actual criminal acts in support of law enforcement agencies.
4. Positions which, for a majority of the time, investigate inmate complaints in adult correctional facilities and are more appropriately classified as Institution Complaint Examiner.
5. Positions which are located in institutions operated by the Division of Care and Treatment Facilities and, for a majority of the time, perform investigations of alleged rights violations

specific to the particular institution and are more appropriately classified as Client Rights Facilitator.

6. All other positions which are more appropriately identified by other classification specifications.

**D. Entrance Into This Classification**

Employees enter positions within this classification by competitive examination.

**II. DEFINITION**

**CLIENT RIGHTS SPECIALIST**

Positions in this classification report to a Client Rights Supervisor and spend the majority of the time providing protection of client rights in the Division of Care and Treatment Facilities' Centers for the Developmentally Disabled and Mental Health Institutes as mandated by sec. 51.61(5), Wis. Stats. Positions provide training and consultation regarding client rights laws and related issues to department staff, clients and others; conduct special assignments and investigations; and identify systemic problems needing long-term follow-up. Responsibilities include consultation with Client Rights Office staff, Client Rights Facilitators and other division and agency staff about issues relevant to client rights and the Client Rights Office functions. Positions are responsible for proposing changes in administrative rules, client rights laws, and the division grievance procedure that are necessary for and consistent with maintaining objectives of client rights.

**III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.